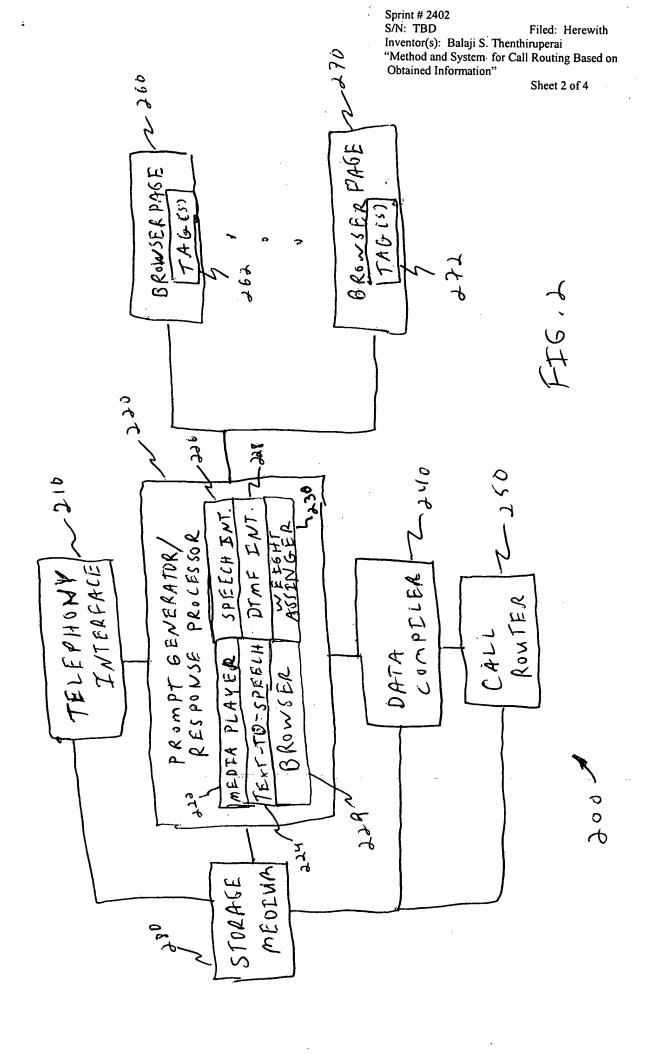
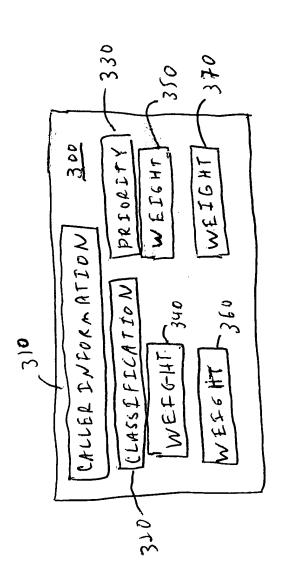
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Inventor(s): Balaji S. Thenthiruperai "Method and System for Call Routing Based on Obtained Information" Sheet 1 of 4 150 PROCESSOR 091 **CS**R OUTER R ESPONSE PROCESSOR COMPILER 2 DATA 123 G EN ERATOR TELEPHONY INTER FACE PRO MPT



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V
ROUTE CALL TO AN APPROPRIATE LOCATION BASED ON OVERALL WEIGHTS